



LEGAL OFFICE



**Complete training on-line at
<https://claims.jag.af.mil/legalassis>
E-mail Certificate to [15 AW/JA](mailto:15AW/JA) v3 box
15 Airlift Wing Claims Office
449-1737**

<https://claims.jag.af.mil/legalassistance/>UNITED STATES AIR FORCE
JUDGE ADVOCATE GENERAL CORPSAIR FORCE LEGAL OPERATIONS AG
AIR FORCE CLAIMS SERVICE CENTER

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Before You Move

- AFCSC Smooth Move Briefing
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What You Need Before You File

- Household Goods Shipments
- DITY/PPM
- Weather Related
- Personal Property
- Travel
- Rental Vehicle Damage
- Dry Cleaner
- Incidental/Inconvenience Expenses
- Natural Disaster
- Personal Injury
- Vehicle Claims

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Welcome to the Air Force Claims Service Center User's Guide

If you would like to go straight to our step-by-step on-line filing process, go to:

<https://claims.jag.af.mil>

If you do not have access to a government computer, you can call the Air Force Claims Service Center at DSN 986-8044 or toll-free 1-877-754-1212 and a customer service representative will verify that you are authorized to file a claim with the U.S. Air Force. We'll provide you the userid and password needed to file your claim from any computer.

Full Replacement Value (FRV) protection applies to shipments with a pick up date on or after 1 Nov 07 (for international shipments), 1 Nov 07 (for domestic shipments), and 1 Mar 08 (for NTS and DTS shipments). This changes the way you file claims and the time limitations you have. The following are **CRUCIAL AND NEW FILING DEADLINES**:

75 DAYS FROM DELIVERY - File your DD Form 1840R (pink form) directly with the carrier (or 75 DAYS FROM DELIVERY - You can file your DD Form 1840R with the base legal office to forward to the carrier.)

9 MONTHS FROM DELIVERY - File your claim directly with the carrier for Full Replacement Value protection.

2 YEARS FROM DELIVERY (but after 9 months) - File your claim directly with the Claims Center under the old rules.

If you have any questions about FRV moves? [Click here](#)

If you want to get some information about the process before launching straight into it, the list of

Done

<https://claims.jag.af.mil/legalassistance/player.html>

SmoothMoveSlides with FRV Jul 08 Present...

SmoothMoveSlides with FRV Jul 08 Presentation (14:58 / 14:58)



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articulate
POWERED PRESENTATION

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Certificate of Completion

is hereby granted to

INSERT YOUR NAME HERE

to certify that he/she has completed to satisfaction

Smooth Move Briefing

Today's Date:

TAKE A SCREEN SHOT OF THIS CERTIFICATE.

Alt + PrtScn.

E-MAIL TO YOUR BASE LEGAL OFFICE POCL
FOR VOP CLEARANCE

